

TRANSPORTATION

55-00-00

MISSION

The mission of the Department of Transportation is to provide a safe, efficient and environmentally sensitive transportation network that offers a variety of convenient, cost-effective mobility opportunities for the movement of people and goods.

KEY OBJECTIVES

- Focus on improving customer service and creating a positive image of the department by becoming more accessible, more responsive, and more efficient.
- Enhance the quality of life in Delaware's communities by integrating transportation, land use, and air quality strategies.
- Manage, operate and improve the safety of the current transportation system to protect and maximize network capacity.
- Preserve the state transportation infrastructure by delivering maintenance programs that achieve established standards.

OFFICE OF THE SECRETARY

55-01-00

OFFICE OF THE SECRETARY

55-01-01

MISSION

The mission of the Office of the Secretary is to manage the state transportation system to accomplish the department's mission through internal and external executive leadership for the department and to represent the Governor where appropriate.

KEY OBJECTIVES

- Provide leadership and direction to the department in support of the Governor's Livable Delaware Implementation Plan and the State's Long Range Transportation Plan.
- Ensure that reasonable transportation services and systems are provided and maintained for the citizens and visitors of Delaware.
- Enhance the working relationships between the department and various external groups, including but not limited to other state agencies, the legislature, municipal governments, civic associations, etc.
- Assist the department in the protection of public assets and recovery of damages to those assets as allowed by law.

BACKGROUND AND ACCOMPLISHMENTS

During the last two years, the Office of the Secretary has provided leadership and direction for a new department.

Major accomplishments include:

- Identified geographically focused project teams will be initiated, each consisting of planners, designers, engineers, construction managers and inspectors managed by all four Assistant Directors in collaboration with the Chief Engineer. This allows for teams to become thoroughly acquainted with the geography, planning issues and communities of each region resulting in projects that truly meet the needs of the citizens.
- Completed the I-95 project in only 28 weeks, one of the most ambitious projects ever undertaken in

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Delaware. This was accomplished with extensive planning and widespread community involvement.

- Provided greater emphasis on Human Resources, our most valuable asset, with greater emphasis on training, recruitment and hiring.
- Completed construction on Route 26 in Bethany Beach by the Memorial Day deadline.
- Contributed to Livable Delaware Goals through Corridor Capacity Preservation Program, Enhancing Delaware's Highways Program, Scenic and Historic Highways Program, e-government applications, Safe Routes to School Program, Tree Bill and Repeat Offender Bill, AstraZeneca and Blue Ball, and the Transportation Enhancement Program.

ACTIVITIES

- Coordinate the development and implementation of the state's transportation policy.
- Provide counsel and other legal services to department management.
- Pursue and recover claims due to the department.

PERFORMANCE MEASURES

	FY 2002 Actual	FY 2003 Budget	FY 2004 Gov. Rec.
% of Freedom of Information Act responses within 10 day standard	80%	80%	80%

Service Level Requests

Base: **\$9,574.2**

- FY03 Salary and OECs Policy 31.6

Inflation: N/A

Structural Changes: **(\$8,819.1)**

To Public Relations 55-01-03

(1.0) TFO FTE, (\$44.0)

- Personnel Costs (44.0)

(1.0) Community Relations Officer
BP 81486

To Office of Information Technology 55-02-03

(50.0) TFO FTEs, (\$8,595.6)

- Personnel Costs (3,453.6)

(1.0) Administrative Specialist II
BP 9422

(1.0) Training/Educator II
BP 66934

(1.0) Mini/Micro Comp Net Adm
BP 84965

(2.0) Administrative Officer
BP 9420, BP 86585

(3.0) Mgr of Application Support
BP 80587, BP 83309, BP 84024

(1.0) Data Administrator
BP 80589

(14.0) Sr Application Supp Spec
BP 8423, BP 9421, BP 9453,
BP 9700, BP 9945, BP 9947,
BP 61273, BP 61274, BP 61275,
BP 63532, BP 80608, BP 80609,
BP 81718, BP 84020

(2.0) Info Systems Supp Spec
BP 10199, BP 66048

(7.0) App Supp Proj Leader
BP 9404, BP 9452, BP 9919,
BP 81419, BP 81420, BP 84012,
BP 84016

(1.0) DOT Info Systems Mgr
BP 9450

(1.0) Info Systems Mgr
BP 81406

(1.0) System Mgr/Comp Eng
BP 9457

(1.0) Database Administrator I
BP 84022

(2.0) Telecom/Network Technician III
BP 9454, BP 9921

(7.0) Telecom/Network Technician IV
BP 9415, BP 61873, BP 84017,
BP 84018, BP 84019, BP 84021,
BP 84023

(1.0) Telecom/Network Technician Super
BP 84963

(2.0) Telecom/Ntwk Technologist II
BP 9451, BP 81481

(1.0) Telecom/Ntwk Technologist III
BP 81719

(1.0) Telecom/Ntwk Technologist Super
BP 9455

- Operations/Capital (5,142.0)

To Engineering Support 55-08-30

(2.0) TFO FTEs, (\$179.5)

- Personnel Costs (179.5)

(1.0) Division Director
BP 9475

(1.0) Executive Secretary
BP 9396

Enhancements: N/A

One-Time Items: N/A

Additional Requests for ASF Funding: N/A

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FINANCE **55-01-02**

MISSION

To identify, acquire and manage the fiscal resources necessary to support the department in the accomplishment of its goals and objectives.

KEY OBJECTIVES

- Develop and manage the operating and capital budgets (including federal transportation appropriations and grants) that support the Livable Delaware goals and other key departmental objectives outlined in the department's Strategic Plan.
- Maintain the integrity of the department's financial plan and its ability to support the resource needs of the department by actively pursuing all opportunities to maximize all resources currently available and to secure alternative/additional resources available to the department.
- Maintain and manage the department's financial and accounting functions and systems financial statement preparations and independent audit process.
- Maximize Motor Fuel Tax revenues by increasing compliance among customers with the International Registration Plan, International Fuel Tax Agreement and motor fuel/special fuel licensing requirements.
- Manage and maximize savings potential within the Fiscal Year 2002 initiated two pilot programs, Shared Savings and Quality Service Awards Program, the first of its type for state governments nationally.

BACKGROUND AND ACCOMPLISHMENTS

Finance is the support division responsible for developing and managing the department's six-year Capital Transportation Program and annual Operating and Capital Budgets ensuring the fiscal resources to meet the department's goals and objectives. It is responsible for analyzing the fiscal impacts of internal and external rules, regulations and policies and for pursuing and coordinating federal and alternate fiscal resources for the department.

Finance is responsible for the management of the Transportation Trust Fund, collection of motor fuel taxes, the issuance of hauling permits and motor fuel licenses, and the regulation of Public Carrier operating licensing and compliance.

In 2002, Finance led the effort to save the department more than \$4 million in debt service by demonstrating that DelDOT's credit is worthy of AAA prices.

During Fiscal Year 2002, the department launched the Shared Savings Plan, a first of its type for state governments nationally, and the Quality Service Award Program, a first for Delaware based on a private sector profit sharing concept. During the first year more than 200 ideas were received from employees throughout the department.

ACTIVITIES

- Develop recommendations for the Secretary on all aspects of resource allocation by:
 - providing day-to-day fiscal management;
 - coordinating the development of the department's strategic plan, six-year Capital Improvement Program and annual operating budget;
 - acquiring and obligating all federal funds;
 - managing the Transportation Trust Fund;
 - issuing debt;
 - managing the Community Transportation Fund; and
 - collecting motor fuel tax revenues.
- Administer the International Registration Plan, International Fuel Tax Agreement, the Hauling Permit program, the Motor Fuel/Special Fuel program, and the Public Carrier program.
- Increase compliance among customers by auditing International Registration Plan and International Fuel Tax Agreement accounts and motor fuel/special fuel accounts.
- Provide department-wide accounting support and coordinate all independent audits.

PERFORMANCE MEASURES

	FY 2002 Actual	FY 2003 Budget	FY 2004 Gov. Rec.
Department Bond Rating	AA/Aa3	AA/Aa3	AA/Aa3
% pay-as-you-go revenue	51.1%	52.7%	51.0%
Debt service coverage ratio	4.61	4.10	3.64

Service Level Requests

Base: **\$2,856.3**
• FY03 Salary and OECs Policy 20.1

Inflation: N/A

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Structural Changes:	\$908.0
<i>From Administration 55-02-01</i>	
<i>17.0 TFO FTEs, \$862.3</i>	
• Personnel Costs	852.1
1.0 Finance Administrator BP 9431	
1.0 Deputy Finance Administrator BP 9449	
1.0 Administrative Specialist II BP 10608	
1.0 Data Entry Tech BP 9406	
1.0 Accounting Tech BP 9402	
2.0 Accounting Specialist BP 9426, BP 9428	
1.0 Document Processing Super BP 9432	
3.0 Accountant II BP 9403, BP 9425, BP 9442	
2.0 Senior Accountant BP 9446, BP 69875	
3.0 Fiscal Adm Officer BP 9444, BP 9448, BP 63627	
1.0 License Investigator II BP 53831	
• Operations/Capital	10.2
<i>From Planning 55-03-01</i>	
<i>1.0 TFO FTE, \$45.7</i>	
• Personnel Costs	45.7
1.0 Administrative Specialist III BP 80955	
Enhancements:	\$92.5
• Operations/Capital	
Audit Services	60.0
Telephone Services	25.0
Energy	7.5
One-Time Items:	N/A
Additional Requests for ASF Funding:	N/A

PUBLIC RELATIONS

55-01-03

MISSION

The mission of Public Relations is to support the department's programs and policies by planning, developing and executing a variety of programs and customer services including: coordination and response to citizen, media, and legislative requests and concerns;

implementation of a proactive communication program to inform the public of department policies, projects and programs; and provide training, technical assistance, and support services for department personnel in the area of media relations and customer service.

KEY OBJECTIVES

- Develop and implement various methods of internal communication to improve customer service by enabling staff to understand and communicate how the department's policies and projects support all of the Livable Delaware goals, especially promoting mobility for people and goods through a balanced system of transportation.
- Inform customers through media releases, briefings, and events of department policies, projects and programs.
- Increase awareness of the department's programs and policies with members of the General Assembly through scheduled briefings and FYI (For Your Information) series. Improve coordination and assistance to counties and local governments. Enhance outreach to civic/business organizations through a series of FYI correspondence.
- Develop and implement communications strategies that inform the public and media of important transportation issues that answer public questions and concerns and increase public notification and participation in the department's workshops, hearings, projects and programs.

BACKGROUND AND ACCOMPLISHMENTS

Public Relations is responsible for the development, coordination, and implementation of all legislative, community and media communication for the department. It is the principal source of public information for the department and the focal point for public concerns.

In Fiscal Year 2002, Public Relations:

- Implemented Internet Subscription Services.
- Issued more than 556 news releases.
- Responded to 1,244 media contacts.
- Managed 70 public workshops and 11 citizen working groups on various transportation projects.
- Answered more than 24,500 phone calls and 963 e-mails from citizens.
- Planned and coordinated the department's 13th Annual Delaware Transportation Festival at the

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AMTRAK station and Tubman-Garrett Riverfront Park in Wilmington, which was attended by 13,000 people.

ACTIVITIES

- Convey Accessible, Responsive and Efficient (ARE) message to broaden employee understanding of the department's strategy and message. Assist in the creation of a communication plan, develop procedures for customer interaction, train staff, and communicate the message.
- Develop and implement various information sources. This may include press briefings, news releases, newsletters, and other publications for elected and municipal officials, general public, and civic/community groups.
- Develop and implement 12 informational mailings or briefings per year for elected and municipal officials.
- Prepare quarterly employee newsletter, **The Dispatch**, and monthly internet newsletter, **DOT.com**.
- Prepare graphic/visual items such as posters as a way to increase employee morale, recognize participants in Department events, and convey the Department's philosophy.
- Meet with municipal administrators on a regular basis to discuss departmental policies and programs. Work closely with Executive Director of the Delaware League of Local Governments to share information about department programs, policies and projects.
- Research and respond to phone calls, e-mails, and other written correspondence featuring questions and concerns raised by elected officials, citizens, or the media.
- Organize and meet quarterly with internal media groups consisting of members from various divisions to provide Public Relations with suggested story ideas for the media. Public Relations will prepare and disseminate a public participation "menu" for divisions to use in planning public outreach strategies for programs and projects.
- Establish and manage working groups for large and/or important policies, programs and/or projects. Working groups consist of representatives from the public, civic associations and businesses, as well as legislators and other interested parties. Working groups provide the department with the local community's thoughts and concerns, and the department provides working group members updates to be passed along to the community.
- Participate in the department's public workshops and hearings, usually totaling more than 70 a year.

- Provide photographic and video services for projects, programs and policies for the department and its consultants, as well as for the Governor's Office, other state agencies, and special events.
- Implement a customer awareness survey.

PERFORMANCE MEASURES

	FY 2002 Actual	FY 2003 Budget	FY 2004 Gov. Rec.
# of media contacts per month	104	110	110
# of participants attending Public Workshops and Hearings	3,500	3,675	3,850
% of responses to inquiries within 10 working days	85	80	80

Service Level Requests

Base: **\$908.1**

- FY03 Salary and OECs Policy 5.2

Inflation: **N/A**

Structural Changes: **\$44.0**

From Office of the Secretary 55-01-01

1.0 TFO FTE, \$44.0

- Personnel Costs 44.0
- 1.0 Community Relations Officer
BP 81486

Enhancements: **N/A**

One-Time Items: **N/A**

Additional Requests for ASF Funding: **N/A**

HUMAN RESOURCES

55-01-04

MISSION

The mission of Human Resources is to recruit, develop, and retain a diverse, highly qualified workforce and to ensure equity and fairness in all aspects of employment.

KEY OBJECTIVES

- Implement an integrated recruitment program to expedite hiring of the most qualified candidates.
- Maintain a vacancy rate of not more than eight percent.
- Implement a training program that fully addresses existing and five-year projected needs.
- Resolve grievances at the lowest possible level within the organization.

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- Partner with collective bargaining agents to improve working conditions and promote workplace harmony.
- Address human resource needs.
- Ensure fairness and equity in all program areas.
- Foster an environment that is conducive to work place diversity.
- Elevate recognition to new level of prominence in the organization.

BACKGROUND AND ACCOMPLISHMENTS

Human Resources coordinates activities required to support all aspects of staffing. Associated activities include recruitment, training, recognition, labor and employee relations, classification, compensation, benefits administration, and work place diversity.

BACKGROUND AND ACCOMPLISHMENTS

- Expanded Minority Network Organization (MNO) Summit by adding Department of Correction to existing partnership with Department of Natural Resources and Environmental Control.
- Addressed process barriers to enable on-campus job offers.
- Established a partnership with the Department of Labor for safety and related training.
- Provided at least one training course to seventy-three percent of the workforce.
- Established an apprenticeship program for trades occupations.
- Produced a complete training calendar for the fiscal year listing training offerings from all department sources; i.e., DTC, OIT, T2, Training Center.
- Partnered with managers to precisely identify and clearly advertise requirements for vacant positions.
- Instituted vacancy tracking system.
- Processed average of 126 new hires, 14 per month, excluding three-month hiring freeze.

ACTIVITIES

- Improved recruiting and training for the entire workforce, insuring compliance with all federal and state workplace laws, and administering the State of Delaware Benefits package.

PERFORMANCE MEASURES

	FY 2002 Actual	FY 2003 Budget	FY 2004 Gov. Rec.
Vacancy rate < 8%	N/A	8%	6%
Maintain ready candidate pools for 80% of the department's vacancies.	N/A	N/A	80%
% of Department population completing at least one training course. Goal is 80%.	73%	75%	80%
Female employment parity w/ DE labor market	22%	28.8%	29%
Minority employment parity w/DE labor market	13%	13%	14.3%

Service Level Requests

Base:	N/A
Inflation:	N/A
Structural Changes:	\$1,568.5
<i>From Administration 55-02-01</i>	
<i>19.0 TFO FTEs, \$1,449.5</i>	
• Personnel Costs	1,068.8
2.0 Operations Supp Spec BP 81295, BP 81296	
2.0 Administrative Specialist II BP 9412, BP 9413	
1.0 Sr Human Resources Tech BP 9410	
1.0 Regulatory Specialist BP 10430	
1.0 Human Resources Spec I BP 9417	
3.0 Human Resources Spec II BP 9435, BP 63086, BP 81326	
3.0 Human Resources Spec III BP 9401, BP 9436, BP 9437	
1.0 Human Resources Spec IV BP 67614	
1.0 Human Resources Mgr I BP 9438	
1.0 Human Resources Mgr III BP 9439	
2.0 Training/Education Adm I BP 67630, BP 80846	
1.0 Training/Education Adm II BP 9470	
• Travel	2.3
• Contractual/Supplies	377.4
• Capital Outlay	1.0

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From Transportation Solutions 55-07-10

1.0 TFO FTE, \$119.0

- Personnel Costs 119.0
- 1.0 Division Director
BP 10615

Enhancements: N/A

One-Time Items: N/A

Additional Requests for ASF Funding: N/A

TECHNOLOGY AND SUPPORT SERVICES

55-02-00

MISSION

To provide a timely and accurate operating support network that will assist the department in the pursuit of its goals.

ADMINISTRATION

55-02-01

KEY OBJECTIVES

- Support the Governor's Livable Delaware initiative of self-sufficiency for Delaware families through adult education and job training.
- Support the Governor's Livable Delaware initiative for economic development as it relates to the growth of small and minority businesses.
- Explore opportunities for E-government to improve service with the business community.
- To meet the support needs of the department in the areas of facility management, contract administration and audit.

BACKGROUND AND ACCOMPLISHMENTS

Administration is responsible for all contract administration, auditing, and other administrative services in accordance with state and federal laws and regulations.

- Awarded 105 competitively bid capital funded contracts at a value of \$102 million.
- Completed the Consultant Selection Evaluation Survey (divided into three sections: consultant, overhead rate and in-house).

- Installed an upgraded security system in the Administration Building.
- Made key entrances in the Administration Building ADA accessible.
- Served as a team member on the American Association of State and Highway Transportation Official – Sponsored Peer Review of the New York Department of Transportation.
- Completed \$44,521,552.75 in final cost audits. This resulted in the issuance of 25 Federal Participating Certificates totaling \$39 million.
- Conducted a special review of Internet usage resulting in recommendations for monitoring and reassessment of the need for Internet access.

ACTIVITIES

- Assist hiring managers in performing skill assessments of current employees.
- Maintain and manage departmental competitive bidding and professional service procurement process.
- Increase outreach to strengthen the participation rate in the minority business arena to support the federal Disadvantaged Business Enterprise (DBE) program.
- Participation with the Governor's Office of Minority and Women Business Enterprise to expand the use of small businesses contracting with the department.
- Identify opportunities for website applications to include audit, contract administration and support services transactions.
- Coordinate department facilities maintenance and repairs.
- Support the department's administrative infrastructure with material and supply.
- Meet the department's needs for copier reproduction capabilities to include high-speed photocopier service.
- Maintain a central supply point to accommodate the department's requirements for office and other critical supplies.
- Provide uninterrupted mail/courier service in the immediate Dover area, outlying districts and public safety.
- Provide an independent appraisal of management performance in meeting the department's mission.
- Provide a Program Integrity Function, which would detect incidence of fraud, waste, and abuse in the department through proactive and reactive investigative programs.

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- Provide training for municipalities on the proper use and accounting of Community Transportation Funds.

PERFORMANCE MEASURES

	FY 2002 Actual	FY 2003 Budget	FY 2004 Gov. Rec.
# of new DBE applicants	31	33	35
# of urgent/immediate facility service requests completed on time	N/A	98%	100%
# of audits completed within budgeted hours	N/A	90	95
% of Annual Work Plan completed	N/A	95%	100%

Service Level Requests

Base: **\$6,358.9**
 • FY03 Salary and OECs Policy 46.2

Inflation: N/A

Structural Changes: **(\$2,311.8)**

To Finance 55-01-02

(17.0) TFO FTEs, (\$862.3)

- Personnel Costs (852.1)

(1.0) Finance Administrator
BP 9431

(1.0) Deputy Finance Administrator
BP 9449

(1.0) Administrative Specialist II
BP 10608

(1.0) Data Entry Tech
BP 9406

(1.0) Accounting Tech
BP 9402

(2.0) Accounting Specialist
BP 9426, BP 9428

(1.0) Document Processing Super
BP 9432

(3.0) Accountant II
BP 9403, BP 9425, BP 9442

(2.0) Senior Accountant
BP 9446, BP 69875

(3.0) Fiscal Adm Officer
BP 9444, BP 9448, BP 63627

(1.0) License Investigator II
BP 53831

- Contractual/Supplies (10.2)

To Human Resources 55-01-04

(19.0) TFO FTEs, (\$1,449.5)

- Personnel Costs (1,068.8)

(2.0) Operations Supp Spec
BP 81295, BP 81296

(2.0) Administrative Specialist II
BP 9412, BP 9413

(1.0) Sr Human Resources Tech
BP 9410

(1.0) Regulatory Specialist
BP 10430

(1.0) Human Resources Spec I
BP 9417

(3.0) Human Resources Spec II
BP 9435, BP 63086, BP 81326

(3.0) Human Resources Spec III
BP 9401, BP 9436, BP 9437

(1.0) Human Resources Spec IV
BP 67614

(1.0) Human Resources Mgr I
BP 9438

(1.0) Human Resources Mgr III
BP 9439

(2.0) Training/Education Adm I
BP 67630, BP 80846

(1.0) Training/Education Adm II
BP 9470

- Travel (2.3)

- Contractual/Supplies (377.4)

- Capital Outlay (1.0)

Enhancements: N/A

One-Time Items: N/A

Additional Requests for ASF Funding: N/A

OFFICE OF INFORMATION & TECHNOLOGY

55-02-03

KEY OBJECTIVES

- Develop and implement the department Information Technology Plan and department technology standards to improve business practices and operating efficiencies.

BACKGROUND AND ACCOMPLISHMENTS

Accomplishments include:

- Implemented an automated web-based subscription service for delivery of information to the public, including press releases, real-time traffic reports, and scheduled travel restrictions due to construction.

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- Developed web-based application to provide Community Transportation Fund information to Legislators.

ACTIVITIES

- Research, develop, implement and maintain department information systems in conformance with the Information Technology Plan and established state and departmental technology standards.

PERFORMANCE MEASURES

	FY 2002 Actual	FY 2003 Budget	FY 2004 Gov. Rec.
% Help Desk calls answered at first-tier	98.5%	98%	98%

Service Level Requests

Base: N/A

Inflation: N/A

Structural Changes: \$8,595.6

From Office of the Secretary 55-01-01

50.0 TFO FTEs, \$8,595.6

- Personnel Costs 3,453.6

1.0 Administrative Specialist II
BP 9422

1.0 Training/Educator II
BP 66934

1.0 Mini/Micro Comp Net Adm
BP 84965

2.0 Administrative Officer
BP 9420, BP 86585

3.0 Mgr of Application Support
BP 80587, BP 83309, BP 84024

1.0 Data Administrator
BP 80589

14.0 Sr Application Supp Spec
BP 8423, BP 9421,
BP 9453, BP 9700, BP 9945,
BP 9947, BP 61273, BP 61274,
BP 61275, BP 63532, BP 80608,
BP 80609, BP 81718, BP 84020

2.0 Info Systems Supp Spec
BP 10199, BP 66048

7.0 App Supp Proj Leader
BP 9404, BP 9452, BP 9919,
BP 81419, BP 81420, BP 84012
BP 84016

1.0 DOT Info Systems Mgr
BP 9450

1.0 Info Systems Mgr
BP 81406

1.0 System Mgr/Comp Eng
BP 9457

1.0 Database Administrator I
BP 84022

2.0 Telecom/Network Technician III
BP 9454, BP 9921

7.0 Telecom/Network Technician IV
BP 9415, BP 61873, BP 84017,
BP 84018, BP 84019, BP 84021,
BP 84023

1.0 Telecom/Network Technician Super
BP 84963

2.0 Telecom/Ntwk Technologist II
BP 9451, BP 81481

1.0 Telecom/Ntwk Technologist III
BP 81719

1.0 Telecom/Ntwk Technologist Super
BP 9455

- Travel 25.3
- Contractual/Supplies 4,394.3
- Capital Outlay 722.4

Enhancements: \$621.8

- Contractual/Supplies
 - New Software and Software 381.8
 - DelTrac Lines 240.0

One-Time Items: N/A

Additional Requests for ASF Funding: N/A

PLANNING

55-03-00

PLANNING

55-03-01

MISSION

To provide comprehensive transportation planning and development coordination services to address the mobility needs of Delaware residents, as well as visitors to the state, by providing a safe, efficient, multi-modal, and environmentally sensitive transportation system that conforms with the goals and objectives of Livable Delaware.

KEY OBJECTIVES

- Promote mobility for people and goods by working with customers to create plans that will result in a comprehensive system of transportation options in

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coordination with Livable Delaware goals and set the State Strategy, and county Comprehensive Plans.

- Provide transportation information and advice to local governments with land use decision-making responsibilities to help coordinate zoning, subdivision, and annexation decisions among state agencies, counties, and municipalities.
- Effectively manage excess property by reducing inventory by 30 percent per year in accordance with Livable Delaware goals.
- Support the State's efforts to discover and solve transportation problems by collecting, analyzing, summarizing, and publishing transportation related data in both tabular and graphic form that is also geographically enable.

BACKGROUND AND ACCOMPLISHMENTS

Planning works to address the mobility needs of Delaware residents, as well as visitors, through the systematic identification and definition of transportation problems within Delaware and, where appropriate, with counterparts in adjoining states to solve transportation problems that are regional in nature. Planning strives to provide its customers with the opportunity to use all normal transportation modes in a manner consistent with the State Strategy, the Livable Delaware initiative, the county Comprehensive Plans, the wishes of affected communities, and fiscal and environmental constraints.

Planning is actively involved with local governments and other state agencies in the process of making decisions about prospective changes in land use. This includes providing technical analysis and advice regarding proposed policies and standards, comprehensive, zoning and re-zoning, site plans and entrance (driveway permits).

Planning also supports the rest of the department through Data Services and Real Estate Services. Data Services involves the collection, storage, quality control, analysis, and publication of various data items including traffic volumes, accident statistics, roadway and other transportation system characteristics, and customer/user characteristics. Real Estate Services includes the appraisal, acquisition, management, and disposal of the land resources needed to accomplish the department's improvements, and education.

Planning has developed, and will continue to refine, the transportation strategies for maintaining conformity with Federal Air Quality Standards and has updated the Statewide Long Range Transportation Plan and the Sussex County Long Range Transportation Plan as a component. The division is continuing the process of

developing Corridor Capacity Preservation Plans in the US 13, SR 1, and SR 48 corridors. During the past fiscal year we have completed plans for US 13, continued to work with individual property owners with regard to their requests for entrances onto Route 113 and Route 1, and began engineering work on related road improvements in Delmar, Laurel, Seaford, Bridgeville, Harrington, Felton, and Camden.

ACTIVITIES

- Complete and implement the plans created in support of the Corridor Capacity Preservation Program.
- Measure the volume and flow of traffic through the transportation system in order to find problems and provide information to other Department staff responsible for solving those problems.
- Provide the public with information about their transportation system including maps and other geographically based representations of data.
- Conduct safety inspections of all "public use" airports in Delaware.
- Manage the Transportation Enhancement Program.
- Manage the state "Scenic and Historic Byways" Program.
- Increase understanding of the Statewide Long Range Transportation Plan and its purpose in building, running, and maintaining the state's roads, bridges, bikeways, sidewalks, bus systems, train systems, airports, and water ports over the next 20 years.
- Provide Sussex County with technical assistance equal to that provided to Kent County and New Castle County, through the metropolitan planning organizations.
- Review and coordinate, through the Land Use Planning Act, reviews with other state agencies in response to new development proposals.
- Work with the counties and municipalities through land use coordination. Conduct and/or review Support Facilities Reports, Traffic Impact Studies, Site Plans, and Entrance Plans to help counties and municipalities decide whether to approve a new proposed development. The role of the department is to provide advice requiring potential traffic congestion.
- Work in partnership with local governments through the Transportation Enhancements Program, for local governments to do transportation-related projects that enhance communities.
- Provide technical assistance to the state, the department, and the Metropolitan Planning Organizations to ensure programs conform to the requirements of Federal Air Quality regulations and standards. The state's ability to acquire and use